



# Three Bridges Station Improvements Consultation Report

January 2015  
Community Engagement



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### **Appendix:**

Three Bridges station access improvement questionnaire

Three Bridges Station access improvement consultation document

A list of all comments is available on request.

Please email [haveyoursay@crawley.gov.uk](mailto:haveyoursay@crawley.gov.uk) if you have any queries about this report.

## **Executive summary**

The consultation received 269 responses and 94 per cent (252) of respondents said the section 106 money should be spent on station improvements. The majority of participants came from Pound Hill (76), Maidenbower (75) and Three Bridges (36). Most of the participants said they travelled to the station by public transport, cycling or by foot; only 38 per cent (103) travel to Three Bridges by car.

Option one was the preferred improvement option with 62 per cent (166) in favour of the proposal and 37 per cent (100) against it. The majority of those in favour came from Pound Hill – 29 per cent (48), Maidenbower – 22 per cent (37) and Three Bridges – 17 per cent (28). Many comments in favour of option one considered it to offer a greater level of safety for pedestrians and cyclists, mainly as a result from the removal of the traffic lane and widening of paths under the bridge. The new Station Hill access is also seen as a positive. Others mentioned the need to improve the bus stops and agreed that creating a separate larger taxi space would free up the pick-up/drop-off point, making it safer. There were still concerns over the ‘no right turn’, but many felt the trade-offs (increased safety and bus stops) would be worth it.

Option two was less popular with 38 per cent (103) in favour. The majority of those in favour of option two came from Maidenbower – 36 per cent (37), Pound Hill – 29 per cent (30) and Three Bridges – 10 per cent (10); these numbers closely correspond to the number of those who disagreed with option one. Many of those in favour of option two considered it to solve some safety, cycling and taxi requirements. However, nearly all the comments focused on the disadvantages of option one – the ‘no right turn’ and removal of a traffic lane. The comments strongly suggested there are concerns about the impact that option one will have on safety when leaving the station and congestion. There were also concerns that the increased journey taxis would have to take would increase costs for customers.

Comments about how the improvements are to be developed indicated a need to get the traffic light phasing correct (particularly for option one). Others suggested that the removal of the traffic lane should happen first so that any traffic problems can be smoothed out before the rest of the money is spent.

Suggested improvements to the proposals were mainly about:

- Parking provisions – e.g. construction of a multi-storey car park, which reduces parking pressures on Three Bridges residents
- Improving drainage, road surfaces and traffic flow
- Increasing the number of and expanding the size of pedestrian crossings; including a footbridge
- Extending and better linking the cycle lanes – especially to Manor Royal
- Larger, safer and more sheltered bus stops with more seating.

Organisations and charity groups welcomed the improvement works, generally preferring option one because of the improved pedestrian, cycle and public transport links. Local businesses however were generally against option one because of the safety risks associated with increased traffic congestion and U-turns. They also felt the loss of the right-hand turn would make accessing the station more difficult for residents from Pound Hill and Maidenbower. The Hackney Carriage Association was concerned about the movement of the taxi rank as they thought this would mean a loss of passing customers. Additionally, they felt the number of allocated spaces in the proposals was insufficient.

## **Methodology**

Crawley Borough Council, in partnership with Southern and West Sussex County Council, ran this consultation to seek views from residents, local businesses and organisations on proposals for potential improvements to the way Three Bridges Station is accessed. There were two proposed options

The consultation ran from Monday 10 November to Friday 5 December. Residents, local businesses and other organisations were invited to complete a questionnaire which asked what their preferred option was and why. The questionnaire also offered participants the chance to comment on how development work should progress and suggest any other ideas to be included in the proposals. The questionnaire was available online via the council's website, and hard copies were available at the Town Hall and Three Bridges Station. The questionnaire was supported by a small consultation booklet which outlined the details of the two proposals as well as possible advantages and disadvantages for each one. There was also a frequently asked questions document and contact details for council officers for participants to obtain further information.

The consultation was supported by six public engagement events which took place on:

- Tuesday 18 November, 6-7pm, Crawley Library
- Wednesday 19 November, 5-7pm, Three Bridges Station
- Saturday 22 November, 10am-2pm, Crawley Library
- Wednesday 26 November, 10am-2pm, County Mall, Crawley
- Thursday 27 November, 6-8pm County Mall, Crawley
- Saturday 29 November, 10am-12 noon, Three Bridges Station.

The engagement events promoted the questionnaire as well as giving residents the chance to come and discuss the proposals with officers.

Local businesses were informed of the consultation by email with links to the consultation.

Crawley Borough Council promoted the consultation through the council's website, social media, emails and Crawley Live. A media release was also issued to encourage residents to take part. Letters were also sent out to nearby residents who would be impacted by any improvement work.

Partners Southern promoted the consultation via its website and displayed posters at Three Bridges Station.

## **Who took part?**

The Three Bridges Station consultation received 269 responses and 94 per cent (252) of respondents said that the section 106 money should be spent on station improvements.

The majority of participants came from Pound Hill (76), Maidenbower (75) and Three Bridges (36). Most of the participants travelled to the station by public transport, cycling or by foot; only 38 per cent (103) travel to Three Bridges by car.

## Option one overview

This section will review the comments in support of option one of the proposed access improvements. In total, 62 per cent (166) supported option one and 37 per cent (100) were against it. Of those who supported the option the majority came from Pound Hill – 29 per cent (48), Maidenbower – 22 per cent (37) and Three Bridges – 17 per cent (28).

The majority of participants who supported option one mentioned the positive impact this would have for cyclists. Participants suggested the removal of a traffic lane under the bridge and the creation of a cycle route to Worth Park Avenue would ease congestion and make cycling to the station safer. The improved provisions for cyclists are also thought to make access safer for pedestrians as cyclists would be less likely to use the pavement.

*“Pedestrians and cyclists currently have a hard time in this area. Pedestrians are currently placed in danger as the footway is not wide enough considering the modal share of the passage under the bridge during busy times. Cyclists also use the footway in its current state probably out of fear – whether this is legal or not is not the issue as it seems they will go on using it if they feel unsafe...”*

**(Resident – Pound Hill)**

*“The advantages of option one far outweigh the few drawbacks. Safety will be improved for pedestrians and cyclists and the current logjam of traffic at the front of the station will be greatly reduced – hopefully! Having negotiated the footpath under the bridge for many years, it will be a real improvement to see this widened.”*

**(Resident – Worth)**

The improvements for pedestrian access were also frequently mentioned as a reason for choosing option one. Comments suggested increased space for pedestrians might increase safety. Many comments picked up on how difficult it was to move around the forecourt due to long queues for tickets. Participants also mentioned difficulty when accessing the station due to traffic build up outside and under the bridge which reduces space to move around on foot. Comments suggested safety from the effects of traffic congestion indicate a strong reason to support option one.

*“It would be brilliant to have improved pedestrian access under the bridge. The current pathway is very narrow and very dangerous to the extent that some people have to walk into the road to pass people coming the other way, especially if they have very wide buggies. The other problem is that cyclists also use the pathway.”*

**(Resident – Pound Hill)**

*“Pedestrians often stop just outside the doors to the station impeding others because there is not much space in front of the station. The island to which pedestrians cross immediately opposite the station requires them to make a very sharp turn. This turn can be congested as pedestrians try to beat the phasing of the lights...”*

**(Resident – Pound Hill)**

Removal of the traffic lane is thought to be a positive for many of those in favour of option one, mainly because of the benefits it has for cyclists and pedestrians. With this in mind, many comments suggested that improvements to the traffic light phasing should be optimised to allow for through traffic to run as smoothly as possible.

*"I think that improved pedestrian and vehicular access to the station will reduce congestion on the roads passing the station and make crossing the numerous roads easier. At present the forecourt gets jammed with people dropping off and pedestrians routinely cross at traffic lights rather than designated crossings. Cycles are a significant problem under the rail bridge and this seems to attempt to resolve this issue."*

**(Resident – Pound Hill)**

*"Option one is by far the better option for cyclists and pedestrians. It will also benefit those cars that continue to move east to west that do not need to interact with the station as they will have one fewer set of lights to stop at and there will no longer be a bus taking up one of the lanes further west. Removal of the left-hand lane from westbound traffic and making it for pedestrians and cyclists only will improve their safety and it is to be hoped, decrease the numbers of vehicles on the road."*

**(Resident – Worth)**

Similar comments are made about the proposal to remove the right-hand turn from the station. Although some commented on how the no right-hand turn would make entering and exiting the station smoother and reduce congestion in the drop-off area, there were others who still had doubts. Looking through the comments there is a feeling that residents would be happier about the loss of the right-hand turn if pedestrian, cycle and road safety were all improved. The right-hand turn is a trade off with other benefits identified in option one.

*"Removal of the right-turn should reduce risk for pedestrians and improvement to cycle access will be beneficial and reduce confusion at the station front."*

**(Resident – Furnace Green)**

*"I support both options because something needs to be done with the whole forecourt area at Three Bridges. However, I most fully support option one as there is a critical need for an improved pedestrian and cycling route from Maidenbower and Pound Hill into the station. Despite losing the ability to turn right when leaving the station by car, the overall improvement possible under option one is significant."*

**(Resident – Maidenbower)**

*"I agree that improvements for cyclists and pedestrians are desperately needed. However, to restrict everyone from east of the station from turning right out of the car park is a significant issue. A middle ground probably presents the ideal solution but I would welcome either improvement."*

**(Resident – Furnace Green)**

Comments about the improvements to the taxi area and drop-off area are often made alongside ones about the improved safety features for pedestrians and cyclists as mentioned above. Participants that mentioned taxis said they agreed that they needed more space, mainly because this would free up space in the drop-off area.

*"The taxi area is too small for the number of taxis so this causes blockages for the other cars. A lot of people including myself use the long road towards the car park to wait for pick-ups as there is no drop-off and pick-up point allocated. This causes traffic build up as no one can get in and out easily due to having to pass stationary cars. The front of the station is too small for drop-offs and this causes a back-up of traffic through the traffic lights around the front entrance."*

**(Resident – Three Bridges)**

*"The current area set aside for private cars for 20 minute waiting is almost always taken up by taxis."*

**(Resident – unknown)**

*"The drop-off zone causes issues and near-misses; there is insufficient taxi parking; the side entrance will allow easier access for commuters"*

**(Resident – Maidenbower)**

Moving the bus stop closer to the station and away from the main road are also mentioned as reasons for supporting option one. Some comments mentioned the positive effect this would have on reducing traffic congestion, while others mentioned the significantly improved safety and access for pedestrians leaving the station. There were also a small number of comments requesting that although the crossing to the far side of the road would be beneficial, they would also like to see the quality of the shelter and number of seats also improved there.

*"Option one offers the best total improvement for users of Three Bridges Station. One point to highlight is that users of the No. 20 bus heading to Three Bridges from Crawley town centre presently cross the road directly at the bus stop, seldom taking the long-winded route using the formal crossing points."*

**(Resident – Broadfield)**

*"I think it is important to move the bus stop (H in your proposal document). The footpath is narrow at the current site of this bus stop and people waiting for the bus block the pavement. Traffic moves very fast past this stop and it is dangerous."*

**(Resident – Furnace Green)**

*"Option one will help to reduce risks for traffic/pedestrians accessing Haslett Avenue East. The removal of bus stop for No. 20 to the other one is a real blessing! Bigger and better pick up point."*

**(Resident – Southgate)**

## Option two overview

Option two was less popular with 38 per cent (103) in favour of it. This section will look at the reasons why these participants chose option two. These nearly all focus on the disadvantages of option one. The majority of those in favour of option two came from Maidenbower – 36 per cent (37), Pound Hill – 29 per cent (30) and Three Bridges – 10 per cent (10); these numbers closely correspond to the number of those who disagree with option one.

Nearly all of those that disagree with option one and agree with option two express concern with the loss of the right-hand turn and/or the loss of the traffic lane under the bridge as outlined in option one. Most of these concerns are related to the impact these removals may have on road safety. Many participants against option one think that the lack of a right-hand turn will result in many drivers doing U-turns. This manoeuvre is thought by some to be illegal (which it is not) and poses a significant traffic risk. Others are more concerned about the traffic this may create elsewhere in the town as a result of detours or failed U-turn manoeuvres in and around the junctions.

Residents from Maidenbower and Pound Hill that disagree with option one were particularly vocal about how it may affect their use of the station. Maidenbower residents were also concerned about how the loss of the traffic lane may increase traffic congestion to the east, making it difficult for them to get into the town centre.

*“The removal of the right turn from the station will cause a dangerous situation for station users driving to/from the east side of the station by causing them to complete dangerous U-turns at the existing right-turn traffic lights, or add additional time to their journey by making them complete a large detour through the residential streets of Pound Hill or the A2011.”*

**(Resident – Pound Hill)**

*“The problem with option one would be the reduction of a lane for vehicles under the bridge. This would cause congestion and delay. As a frequent cyclist in this area I would be tempted to have the cycle path suggested but the impact to traffic would be detrimental. The inability to turn right from the station would also have a negative impact. At present the traffic flow in either direction is not significantly delayed, so I don't agree with the argument that making a right turn is a problem.”*

**(Resident – Three Bridges)**

*“The removal of one lane will cause congestion which we recently had with the road works. Three lanes are essential and reduction to two is not advisable. Taking away the right turn out of the station is also the wrong choice and will cause frustration/congestion for drivers looking for an alternative.”*

**(Resident – Three Bridges)**

Some comments expressed concern over the impact the loss of the right-hand turn would have on taxis as alternative routes would increase fares – participants felt that over the year these costs for season ticket holders would mean a lot.



*"The part that I disagree with is the no right-turn from the station. How will a taxi taking people to Pound Hill and other areas in that direction leave the station? The taxis are on meters and this will cost passengers more money. Where will the taxi needing to go in that direction turn around? I feel this will make more congestion in the area with all cars going left. Option two – I agree with this option as the road layout remains but the improvements with taxis and cars are implemented."*

**(Resident – West Green)**

*"Closing off one lane would cause chaos and back up the traffic into Maidenbower even more than it is already. Not being able to turn right out of the station is very inconvenient and also costly when using a taxi. I use the taxis at Three Bridges Station on a regular basis and when the access is restricted because of the rail buses the taxi has to turn left and then turn round to come back up to Maidenbower. Although this may seem only a few minutes each time but it can add up to a substantial amount of money over the months."*

**(Resident – Maidenbower)**

Although many of the comments did recognise the importance of spending the money available and that improved pedestrian and cycle access was desirable, the loss of the right-hand turn and traffic lane was not worth it; option two was seen as good enough. Some comments questioned the credibility of the data saying that this loss would have a greater impact than outlined in the consultation document.

*"I live in Maidenbower and walk to the station at least once every day. The adding of an official cycle lane under a dark bridge will just encourage cyclists who already misuse the footpath to ride even faster with even less concern for pedestrians making it less safe than it is already. The loss of a right turn e.g. for taxis leaving station to anywhere past the railway bridge e.g. Pound Hill and Maidenbower would be unwelcome. I believe option one will just make matters worse and feel the scheme downsides whilst laudable outweigh the positives."*

**(Resident – Maidenbower)**

*"Also as a cyclist from Maidenbower whose commute isn't to the station, but instead past the station and on to Manor Royal, I feel that the reduced traffic lanes I will be using will result in cars being less tolerant of myself as a cyclist using them as there is a lane which doesn't go where I want to. Further reduction in the number of lanes for traffic could cause additional congestion coming out of Maidenbower. Finally I do not agree with removing the right turn out of the station towards Pound Hill and the alternative provision has not been thought out."*

**(Resident – Maidenbower)**

## Comments about the development

Additional comments about the proposals were largely similar to the comments reviewed above or the suggested improvements section below. However, some participants used this section to express development considerations should their preferred option not be selected. These type of comments nearly all came from participants who preferred option two and stressed the need to get the traffic light phasing sorted before any other aspect of the design goes ahead. Others felt that the removal of the traffic lane (under the bridge) should happen first. The reasons are that if the traffic lights do not smooth traffic, or if the lane causes severe congestion, then these problems can be worked out before investing money into other aspects.

Disruption to traffic and the need to protect pedestrians and cyclists were all reaffirmed as factors to take into consideration when developing the proposals. However, specific improvement suggestions are reviewed in the next section.

*“To prevent traffic congestion, timings at the traffic lights need to be addressed so cars leaving Maidenbower can exit quicker. Currently the traffic lights are timed to only let a few cars through at a time and this is insufficient during the morning rush hour.”*  
(Resident – Maidenbower)

*“The increase in width for a footpath and a new cycle lane is nice in its conception but not very well thought out. During recent works where the proposed lane has been closed, traffic comes to a standstill. My journey from East Grinstead has taken an extra 40 minutes in the morning. Making this a permanent feature would be ridiculous and I doubt any time efficiencies with the traffic lights could reduce this in any meaningful way.”*  
(Resident – outside of Crawley)

*“The proposals in option one will greatly improve the flow of people and traffic in front of the station but I am very concerned about the knock on effects on the road network outside the station forecourt. The proposal to remove one lane of traffic under the bridge has potential to create tailbacks all the way up to Oriel School in Maidenbower (as is the case whenever a lane is closed for road works) during busy periods. Given that there are already plans to add new access and cycle parking from Billinton Drive, perhaps the proposed cycle path under the bridge should be put on hold for now to see if the new access reduces foot and cycle traffic under the bridge.”*  
(Resident – West Green)

## **Suggested improvements to proposals**

The suggested improvements to existing proposals varied but can be broken down into themes outlined below. Many participants also used this section of the consultation to re-state their points made in the previous section – the need to improve general safety was a common theme.

### *Parking improvements*

Parking-related comments often focused on the desire for expanded parking provisions. Many comments focused on how long the current waiting list for the station car park is and the negative effect station parking is having on residential areas. It was often suggested a multi-storey car park would be beneficial.

*“As a resident living within a short walk of Three Bridges Station, we have been having to put up with commuters parking on any space they can to use the station. Given the waiting list for car parking and the use of local roads as a car park by people outside of the area, there has clearly been a need to expand Three Bridges Station car park for some years now. This should receive urgent attention!”*

**(Resident – Pound Hill)**

*“I am an annual season ticket holder for the car park and now no longer enjoy the privilege of parking in a designated car park for season ticket holders so I have to get to the station very early each morning to ensure a space and that my ticket is not wasted. A multi-storey car park would seem necessary now to accommodate the demand for parking at Three Bridges.”*

**(Resident – Pound Hill)**

### *Traffic and road improvements*

The majority of the suggested traffic-related improvements nearly all focus on the need to ensure effective traffic light phasing at the affected junctions. This is particularly the case for through traffic coming from the east.

*“Re-phase the traffic controls on Haslett Avenue East to allow traffic to flow at peak times. It's impossible to pass through the traffic controls on Haslett Avenue without stopping. Currently, traffic attempting to emerge from Station Hill cannot do so because the traffic controls at the station/Hazelwick Avenue are red and the traffic is tailed back into the yellow hash box on the junction.”*

**(Resident – Maidenbower)**

*“Some traffic calming measures such as traffic lights in between the drop-off area directly outside the station, the taxi rank and the car park areas is desperately needed. At the moment, it is very dangerous for motorists and pedestrians alike.”*

**(Resident – Maidenbower)**

Some of those who opposed option one because of the loss of the right-hand turn have suggested considering the use of a small roundabout instead. Many of the Maidenbower residents also suggested removing the chicanes by Station Hill and Billinton Drive to allow for a smoother flow of traffic – nearly all the requests about the removal of the chicanes came from Maidenbower residents.

*“Put a roundabout outside the station instead of the ridiculous traffic light system.”*

**(Resident – Maidenbower)**

*“If there is a new entrance to the station via Billinton Drive then the chicanes down this road should be removed.”*

**(Resident – Maidenbower)**

Improving the road surface and drainage in and around the station was also a common suggestion. In 2013 there was some flooding under the bridge in the winter, which some feel could be further improved. Participants suggested improved drainage and road surfaces would reduce the damage done to cars through pot holes. It would also stop pedestrians and cyclists from getting sprayed by passing cars under the bridge.

*"Better drainage (particularly by the bus stop on the way to the town centre) on Haslett Avenue East so pedestrians don't get soaked when walking to the station in the rain."*

**(Resident – Furnace Green)**

*"The third issue, and the one that most concerns me, is flooding. Over the past decade Three Bridges Station, the bridge next to the station and the entrance to Hazelwick Road have flooded on a number of occasions. If work is being done it needs to ensure that at the very least it does not increase the risk of flooding and preferably find some additional way either to reduce the likelihood (such as additional draining)."*

**(Resident – Three Bridges)**

### *Pedestrian improvements*

Many comments stressed the importance of getting the crossing right. Visibility of pedestrians through the whole area is important. Many referred to near misses when crossing the road from the station and alongside traffic under the bridge. Suggested improvements include additional crossing and more pedestrianised areas.

*"Additional pedestrian crossing for people to access the corner of Lidl, as many pedestrians currently make a crossing of their own here, dicing with the traffic. This tends to be people walking from the station to Manor Royal in the mornings and understandably they don't want to walk a convoluted path."*

**(Resident – Pound Hill)**

There were also some suggestions to add a road crossing by using the current platform bridge. Some participants suggested it could also serve the Station Hill access point. This would create a footbridge over the road and also free up pedestrian space around the forecourt.

*"...extending the platforms (platform 5 at least) across the bridge in order to provide another exit by the Snooty Fox. This would significantly reduce the number of pedestrians needing to cross the road in the first place. Difficult to do because of points etc. from platforms 1-4, but platform 5 already extends across most of the bridge!"*

**(Resident – outside of Crawley)**

### *Cyclist improvements*

Other than general comments about the need to ensure cycling provisions (if provided) are safe, many of the suggested cyclist improvements focused on two points. Suggestions to enlarge the bike racks were also made. Participants making cycling-related comments want to see greater connectivity between the proposed cycle lanes and existing ones – particularly routes towards Manor Royal.

*"Once this is complete we need to look at a safer way to get from the station into Manor Royal. Cycle and pedestrian infrastructure west of the station also needs to be high on the list of priorities to improve access for travellers from Furnace Green and Three Bridges."*

**(Resident – outside of Crawley)**

*"A clear segregated cycle route linking the station to the town centre and Manor Royal. Additional cycle parking required as it is fairly full."*

**(Resident – Pound Hill)**

*"I would suggest a new cycle route from the station to join the existing cycle path further along Haslett Avenue East, along with a wider path protected by barriers."*  
**(Resident – Furnace Green)**

#### *Bus-related improvements*

The bus-related comments were nearly all about making improvements to the waiting area. Comments suggested this should include the shelter by the Snooty Fox pub. These suggested improvements included larger sheltered area and more seating (particularly for the elderly) to accommodate more people.

*"The bus stop on the other side of the road (Snooty Fox) needs to be enlarged; pavement is too small. It is very difficult for pushchairs and pedestrians."*  
**(Resident – Three Bridges)**

*"The siting of the bus stop opposite the station for eastward travel is on a narrow pathway, which is busy with pushchairs and cycles. This makes waiting for a bus dangerous and uncomfortable. Also, there is no shelter for when it is raining."*  
**(Resident – outside of Crawley)**

#### *Other safety improvements*

Other suggested improvements were expressed through concerns about safety. Some participants were concerned about the speed of the traffic in the area, and others felt that bad driving and illegal parking is currently not being adequately tackled. The use of speed cameras, CCTV cameras and the lowering of the speed limit were occasionally mentioned.

*"Stop people parking on the double yellow lines outside of the station and blocking the entrance and exits and also restrict the taxis from blocking the area."*  
**(Resident – Maidenbower)**

*"I would recommend high quality CCTV be installed both to monitor the new cycle racks in the new entrance but to also monitor the comings and goings into this station entrance. This should deter bike thieves and also deter anti-social behaviour in this part of the station."*  
**(Resident – Maidenbower)**

*"Pedestrian crossing to stop jaywalking. Speed camera to keep speed down and stop jumping red lights."*  
**(Resident – Three Bridges)**

## **Engagement with local businesses and other stakeholder groups**

There were 11 local businesses and representatives of organisations that took part in the consultation questionnaire; five were local business owners and six were representatives of organisations.

Of the organisations that took part only the Daisy Chain Day Nursery said they were unsure about spending money on improvements. They disagreed with both options mainly because they thought the improvements could pose a traffic risk to the safety of their customers. The U-turn as a result of option one was highlighted as a potential cause of accidents.

Gatwick Airport's Surface Access Planning Manager said that Gatwick Airport Ltd fully support any improvement works to accessing Three Bridges Station and agreed with both options proposed.

Representatives from Metrobus, the Worth Park Project (Crawley Borough Council), Horsham and Crawley Cycling Touring Club, and Sustrans (safer routes charity) all preferred option one because it improved pedestrian, cycle and bus access. Metrobus specifically expressed how option one would much improve the services of the No. 20 bus where option two would not.

Of the five local businesses who took part all agreed money should be spent on improvements works. Two of these businesses preferred option two because they thought the loss of the right-hand turn would make accessing the station and using local businesses difficult for residents from Maidenbower, Pound Hill and potential Forge Wood residents. Two other businesses preferred option one because they thought it would deal with the traffic flow more efficiently and provided needed bus stop improvements for the elderly. One local business owner disliked both proposals due to perceived traffic problems and congestion.

Some other stakeholder groups contacted the council in other ways to discuss the proposals. Representatives of the Hackney Carriage Association (taxis) came to the Town Hall to meet with planning and licencing officers. The meetings covered a variety of issues mainly focusing on the number of spaces allocated to taxis (from eight to 18) and the relocation of the taxi rank to the side of the station. The Hackney Carriage representatives said they were concerned that moving the rank would mean reduced visibility of the taxis and therefore a loss of passing trade (particularly from Lidl). They suggested swapping the taxi and pick-up/drop-off points to better facilitate the taxis. It was indicated this would also prevent private hire taxis from taking their passing trade without a required licence; which is a current problem due to a lack of enforcement. The representatives explained that increasing the pick-up/drop-off area would increase the problem. They also suggested increasing the number of spaces from eight to 40 in order to deal with increased demand for Hackney Carriages.

# Proposed Three Bridges Station forecourt works – Have your say

[www.crawley.gov.uk/rail](http://www.crawley.gov.uk/rail)









# Introduction

Crawley Borough Council, West Sussex County Council and Southern would like to inform you about proposed changes to the Three Bridges Station forecourt and some of the area around the station.

We jointly invite you to tell us what you think about the proposed changes. The consultation will run until Friday 5 December.

Funding from planning agreements has been received, which must be spent on interchange improvements at the station.



## Why are these proposals being suggested?

As part of the planning permission for the development of the maintenance depot and operations centre at Three Bridges Station, there was a requirement in a legal agreement for the developers, Network Rail, to make a contribution towards improving access to the station. The money cannot be used on anything else and if it is not used within an agreed period of time it will be handed back to Network Rail.

The changes within the consultation are proposed to improve safety and access to the station. To meet the demands of the station and the surrounding areas, draft plans have been developed for better access for taxis, pedestrians, buses, cyclists and cars. Vehicular access will have to change if these improvements are to be made.

## How long will the consultation run for?

The consultation will run from 10 November to 5 December. There will be an opportunity to meet and discuss the plans with representatives from Crawley Borough Council, West Sussex County Council and Southern on:

- Tuesday 18 November from 6-7pm at Crawley Library (before the East Crawley County Local Committee meeting)
- Wednesday 19 November from 5-7pm at Three Bridges Station
- Saturday 22 November from 10am-2pm at Crawley Library
- Wednesday 26 November from 10am-2pm at County Mall
- Thursday 27 November from 6-8pm at County Mall
- Saturday 29 November from 10am-12 noon at Three Bridges Station.

## What happens after the consultation?

The views will be considered by Crawley Borough Council, West Sussex County Council and Southern, with a view to incorporating comments and suggestions into a more detailed design of the proposed improvement works. It is hoped work will start in 2016.

## How do I take part?

You can visit one of six exhibitions this month (see opposite page), fill out a survey online at **[www.crawley.gov.uk/rail](http://www.crawley.gov.uk/rail)** or pick up a paper survey from Three Bridges Station or the Town Hall, located on The Boulevard, Crawley. Alternatively, scan the QR code (below) on your smartphone if you have one.



## Creation of eastern access to Three Bridges Station from Station Hill

Plans for a new passenger access to platform 5 are underway, using funding from the Coast to Capital Local Economic Partnership.

**A** It will be located east of the station, on Station Hill. It will feature:

- A ticket barrier and ticket machine
- Additional cycle racks
- A small drop-off/pick-up bay for five/six cars.

It is anticipated that work will begin in 2015/16 and take approximately four months to complete.

This access can be implemented irrespective of whichever option for the front of the station is taken forward.

# What is being proposed?

## Option one

Option one will bring forward changes that will impact how people use buses, taxis and cars and walk in and around the station area.

## Proposed changes for taxis and pick-up/drop-off point

- B** The current taxi drop-off area will become a dedicated 20-minute drop-off/pick-up point for cars.
- C** Taxis will have a new dedicated pick-up/drop-off point to the side of the station; increasing the number of licenced taxis from eight to 18 spaces approximately.

## Proposed changes for pedestrians and cyclists

- D** A new pedestrian route will allow safer access to the bus stop (adjacent to the station) and the pick-up/drop-off point.
- E** A pedestrian area in front of the station will improve access.
- F** The pedestrian crossing outside the station will be realigned to reduce the number of roads that need to be crossed.
- G** The footway on the station side of the road (underneath the bridge) will be widened and become a shared footpath and cycle lane. The cycle lane will link to new and existing cycle routes.
- H** The bus stop is removed under option one.



# KEY



Taxi rank



Cycle parking



Bus stop



Parking



20-minute waiting



Cycle path



H



B

P

D

E

F



C

Station



Platform

Platform

Depot

A

Signal Box

G

STATION HILL

BILLINTON DRIVE

HAZELWICK AVENUE

HASLETT AVENUE EAST

WILLIAMS WAY

HASLETT AVENUE EAST

Snooty Fox

Advantages	Disadvantages	Improvements to alleviate disadvantages
<p>Improved area at the front of the station for pedestrians, cyclists and public transport users with safe access maintained to the passenger car park.</p> <p>Improved pedestrian route allowing pedestrians to easily access the bus stop in front of the station.</p> <p>The Fastway number 20 is able to stop at the same place as all other existing bus services with improved waiting facilities.</p> <p>Pedestrian crossing to the east moved closer to the station forecourt to reduce the number of crossings.</p> <p>Taxi facilities relocated to the side of the station, close to the side entrance to the platform subway.</p> <p>There is more space for the pick-up and drop-off area for passengers.</p> <p>Improved facilities for cyclists, better connectivity to local routes including a proposed route on Worth Park Avenue.</p> <p>This option maximises the benefits of a new Station Hill entrance.</p> <p>The removal of the right turn will reduce delays for cars because there will be no stop sequence in either direction.</p> <p>Traffic lights will be reconfigured and the new eastern access on Station Hill will improve traffic flow.</p>	<p>In order to achieve the changes for <b>G</b> a traffic lane will be removed.</p> <p>There will not be a right turn out of the station.</p>	<p>Traffic lights will be reconfigured to improve traffic flow on the surrounding roads.</p> <p>From the station, several alternative routes are available and can be found here:  <a href="http://www.crawley.gov.uk/rail">www.crawley.gov.uk/rail</a></p>

## Option two

Option two will bring forward changes that will impact how people use cars and taxis in and around the station. There will be no change to the existing entrance and exit out of the station.

Changes for taxis and pick-up/drop-off point

- B** The current taxi drop-off area will become a dedicated pick-up/drop-off point for cars.
- C** Taxis will have a new dedicated pick-up/drop-off point to the side of the station; increasing the number of taxis from eight to 18 spaces approximately.
- H** The bus stop will remain in the same place under option two.

Advantages	Disadvantages	Improvements to alleviate disadvantages
<p>Taxi facilities relocated to the side of the station close to the entrance to the station subway.</p> <p>Pick-up/drop-off area will be available for passengers being dropped off or picked up by family or friends.</p> <p>No restrictions on turning movements.</p>	<p>There are no improvements for cyclists, bus users or safety improvements on the forecourt in front of the station caused by traffic moving in different directions.</p> <p>The bus stop for Fastway service 20 remains further along Haslett Avenue East.</p> <p>Some of the money from Network Rail will be given back so will not be used for access and safety improvements at the station.</p>	<p>Traffic lights will be reconfigured to improve traffic flow on the surrounding roads.</p>

# Anticipated timescales

February 2015 – A decision will be taken by Crawley Borough Council's Cabinet on which option will be funded.

The next phases of the project will involve preparing a detailed design, obtaining appropriate consents and appointing a contractor. Work could start in 2016. Depending on which option is selected, changes will be completed in phases to minimise disruption. Work could take between six and 12 months.

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## Southern

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03451 272920





Three Bridges Station

NatWest

Sarander  
FREE CASH  
Withdrawals at 11am

Sarander

SEE HOW  
EASY IT IS  
TO GET  
A NEW  
PASSPORT

Crawley Borough Council  
Town Hall  
The Boulevard  
Crawley  
West Sussex  
RH10 1UZ

**Telephone**

01293 438498

**Email**

[forward.plans@crawley.gov.uk](mailto:forward.plans@crawley.gov.uk)

**[www.crawley.gov.uk/rail](http://www.crawley.gov.uk/rail)**

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## Consultation – proposed changes to Three Bridges Station

This consultation is seeking the views of people about improvements to access at Three Bridges Station.

Two proposals are being considered that seek to improve use of the station by different users; making it safer for all. However, it is recognised that the changes being proposed will impact on current users and before a decision is made Crawley Borough Council, West Sussex County Council and Southern Rail would like to understand whether there is support for the proposed changes. Please answer the following questions and return it to us in the reply paid envelope by Friday 5 December 2014.

**Q1.** Please indicate whether you agree that the council should use the funding identified to improve access to and from Three Bridges station?

- ☐ Yes, I support using this funding  
☐ No, I do not support using this funding and understand that it will need to be handed back to Network Rail  
☐ I'm not sure

**Q2.** Which of the two options outlined in the consultation document do you support? Please tick one box per option.

- |          | Agree                    | Disagree                 |
|----------|--------------------------|--------------------------|
| Option 1 | <input type="checkbox"/> | <input type="checkbox"/> |
| Option 2 | <input type="checkbox"/> | <input type="checkbox"/> |

**Q3.** Please use the space below to explain your answer

**Q4.** Please use the space below to make any other comments about the development being proposed

**Q5.** What other changes or improvements would you like to see that would make access to and from Three Bridges Station easier?

**Q6.** How often do you use Three Bridges Station? Please tick one box only

- |                                       |   |   |
|---------------------------------------|---|---|
| <input type="checkbox"/> Every day    | <input type="checkbox"/> Several times a week | <input type="checkbox"/> Once a week                        |
| <input type="checkbox"/> Once a month | <input type="checkbox"/> Several times a year | <input type="checkbox"/> I do not use Three Bridges Station |

**Q7.** How do you usually travel to Three Bridges Station? Please tick all that apply

☐ Car ☐ Bus ☐ Cycle ☐ On foot ☐ Scooter ☐ Other (Please state) .....

**Q8.** If the station is developed to make it easier to use different modes of transport, how might you travel to the station in the future? (Please tick all that apply)

☐ Car ☐ Bus ☐ Cycle ☐ On foot ☐ Scooter ☐ Other (Please state) .....

**Q9.** Where do you live? Please tick one box only

<input type="checkbox"/> Bewbush	<input type="checkbox"/> Broadfield	<input type="checkbox"/> Furnace Green	<input type="checkbox"/> Gossops Green
<input type="checkbox"/> Ifield	<input type="checkbox"/> Langley Green	<input type="checkbox"/> Maidenbower	<input type="checkbox"/> Northgate
<input type="checkbox"/> Pound Hill	<input type="checkbox"/> Southgate	<input type="checkbox"/> Three Bridges	<input type="checkbox"/> Tilgate
<input type="checkbox"/> West Green	<input type="checkbox"/> Other (please state) .....		

**Q10.** Do you consider yourself to have a limiting long-term illness?

☐ Yes ☐ No

(If yes, please state) .....

**Q11.** Are you completing this questionnaire: Please tick all that apply

☐ As an individual  
☐ Someone who runs a business  
☐ A representative of an organisation?

If you are completing this on behalf of a business/organisation, please state the business/organisation's name:

.....

